

**DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES  
2021 Scope of Services**

**Section A - AGENCY INFORMATION**

**Agency:**

**Program Model:** Permanent Supportive Housing

**Program Name:**

Program Name in HMIS	Unique Service Point HMIS ID
1.	
2.	
3.	
4.	
5.	

**Please indicate the type of program:**

- Permanent Supportive Housing
- Safe Haven

**Administrative Office Site Address & Ward:**

\_\_\_\_\_ /Ward \_\_\_\_\_

**Listing of Program Sites:**

*Site #	Address	Zip	Ward	Site Name
1.				
2.				
3.				
4.				

\*Delegate agencies with more than one site should list them here and refer to # assigned to that particular site throughout the document.

Please refer to your award notice to complete the information below:

**Term of Budget:** January 1, 2021 through December 31, 2021

**Total Program Amount:** \$ \_\_\_\_\_



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**BASIC PROGRAM OPERATION PER SITE ADDRESS**

**DAYS OF OPERATIONS**

*Please list all sites with corresponding site # from page 1. If site is open 24 hours per day, 7 days per week, please check box. If not, please list times the site is open on each day or indicate if site is closed.*

<b>Site #</b>	<b>24/7</b> <i>(check if so)</i>	<b>SUN</b> <i>(from-to)</i>	<b>MON</b> <i>(from-to)</i>	<b>TUES</b> <i>(from-to)</i>	<b>WED</b> <i>(from-to)</i>	<b>THU</b> <i>(from-to)</i>	<b>FRI</b> <i>(from-to)</i>	<b>SAT</b> <i>(from-to)</i>
1	<input type="checkbox"/>							
2	<input type="checkbox"/>							
3	<input type="checkbox"/>							
4	<input type="checkbox"/>							

The target population for this program model is outlined in Exhibit A. Within this target population, please indicate which subpopulations are served under this contract:

<b>SUBPOPULATIONS SERVED (CHECK ALL THAT APPLY)</b>	
Single Adult Females Only	
Single Adult Males Only	
Single Adult Females and Males	
Families	
Unaccompanied Youth - Aged 18-24: Females Only	
Unaccompanied Youth - Aged 18-24: Males Only	
Unaccompanied Youth - Aged 18-24: Females and Males	

**NUMBER OF CLIENTS AND HOUSEHOLDS TO BE SERVED**

*Note: Numbers to be served should be projected. Please consult service data from previous years in making projections.*

Site # 1	<b>Carryover from Dec</b>	<b>Jan –Mar (new)</b>	<b>Apr-Jun (new)</b>	<b>Jul-Sept (new)</b>	<b>Oct-Dec (new)</b>	<b>Total (new plus carryover)</b>
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

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Site # 2	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 3	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 4	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

Site # 5	Carryover from Dec	Jan –Mar (new)	Apr-Jun (new)	Jul-Sept (new)	Oct-Dec (new)	Total (new plus carryover)
Number of unduplicated clients to be served						
Number of unduplicated households to be served						

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**ADDITIONAL INFORMATION**

[ADA](#) compliant

[Section 504 Policies](#) ensuring accessibility for persons with disabilities

<b>Site #</b>	<b>Program Name</b>	<b>ADA Compliant Yes or No</b>	<b>Section 504 Yes or No</b>
1.	.	.	
2.	.	.	
3.	.		
4.	.		
5.	.		

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**Description of Program and Activities**

Please review the Core Elements of the program model in Section B. In a brief statement, please describe activities to be performed to address the needs of the target population and achieve key performance outcomes, focusing on activities not captured in Core Elements. If relevant, describe coordination with other source(s)/partner(s). This section is expected to describe the program(s) at full operational capacity.

[Empty text box for program description]

# DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES

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### SECTION B– GOALS AND CORE ELEMENTS

#### Introduction

#### DFSS Homeless Division Goals

The DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing.

As the City of Chicago's primary social services provider and administrator, the Department of Family and Support Services (DFSS) manages a comprehensive, client-oriented human service delivery system that employs a holistic approach to improving the quality of life for our most vulnerable residents. DFSS administers resources and provides assistance and support to a network of over 350 community-based organizations in order to promote the independence and well-being of individuals, support families, and strengthen Chicago neighborhoods. The DFSS mission is:

**Working with community partners, we connect Chicago residents and families to resources that build stability, support their well-being, and empower them to thrive.**

DFSS' priorities are to:

- **Deliver** and support high quality, innovative, and comprehensive services that empower clients to thrive
- **Collaborate** with community partners, sister agencies, and public officials on programs and policies that improve Chicagoans' lives and advance systemic change
- **Inform** the public of resources available to them through DFSS and its community partners
- **Steward** DFSS' resources responsibly and effectively

DFSS is committed to moving beyond measuring *how many* people receive services, to focus on whether Chicagoans are *better off* after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

In support of this mission, the DFSS Homeless Services Division seeks to create an effective crisis response system that prevents homelessness whenever possible and rapidly returns people who experience homelessness to stable housing. The Division does this by supporting a range of services and infrastructure for people experiencing (or at risk of) homelessness including prevention, shelter, outreach and engagement, housing supports, and system planning/coordination efforts. The Division also works closely and collaboratively with the Chicago Continuum of Care (CoC), the CoC's designated Collaborative Applicant (All Chicago), other City agencies, and community-based organizations to coordinate across the broader ecosystem of homeless services in the City towards the ultimate aim of preventing and ending homelessness in Chicago.

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### Program Goals

The goal of Permanent Supportive Housing is to help individuals maintain residential stability in permanent housing. Permanent Supportive Housing programs achieve these goal by providing wrap-around supportive services for persons who are formerly homeless and residing in Permanent Supportive Housing (PSH) or Safe Haven facilities. By providing wrap-around supportive services with no time limits, PSHSS programs seek to break the cycle of housing instability by providing participants who have a hard time maintaining housing with a platform to improve their well-being.

### Target Population

The general target population for PSHSS programs includes individuals and/or families who:

- Are at 20% of area median income or less.
- Have chronic health conditions, such as mental illness, HIV/AIDS, and substance use issues.
- Present other substantial barriers to housing stability, such as domestic violence, trauma, or a history of out-of-home placements.

### Core Elements

#### PSH Support Services

- Provide supportive services that help promote residential stability, increase household's skill levels or income, and promote greater self-determination.
- Programs will not impose time limits.
- Clients must reside in a PSH program.
- Promote focus on connections to mainstream resources or Medicaid billing for eligible clients.
- Provide services that will emphasize the assessment of housing barriers, plans for housing retention, connection to a source(s) of income and health care benefits, substance abuse and/or mental health treatment as applicable and developmentally appropriate assessments and services for children in the household as applicable.
- Case management may be offered on-site at the housing unit or at a community-based location, but must be available at the housing unit if clinically needed.
- Services must utilize trauma-informed, strength-based, and harm reduction approaches.
- Projects should align with the Dimensions of Quality Supportive Housing.
- Ensure the program reflects the core values of the Chicago's homeless services continuum including housing first approach, harm reduction, trauma informed care, and use of culturally competent, non-discriminatory, developmentally appropriate practices.
- Must have relevant staff systems and processes needed to collect key participant and performance data and evaluate and manage performance including the use of HMIS as appropriate.

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### Safe Havens

- Engage hard to-reach homeless persons who:
  - Have severe mental illness (and may have co-occurring disabilities).
  - Have been living unsheltered.
  - Have been previously unable or unwilling to participate in supportive services.
- Maintain flexible admissions criteria to ensure that there are sufficient programs accepting the following populations: persons actively using substances, persons who are medication non-compliant, and persons with disabilities or other special needs.
- Track and document reasons why clients leave the program without remaining placed in housing.
- Maintain 24-hour staffed site coverage.
- Provide daily living services (i.e. meals, transportation).
- Provide case management and formal linkages with services in support of the client's case plan.
- Refer and enroll clients in public benefits and employment services.
- Must have relevant staff systems and processes needed to collect key participant and performance data and evaluate and manage performance including the use of HMIS as appropriate.

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### SECTION C – PERFORMANCE MEASUREMENT

DFSS is committed to moving beyond measuring how many people receive services, to focus on whether Chicagoans are better off after receiving services. As part of this outcome-oriented approach, DFSS has implemented a Strategic Framework that guides how the department measures, reports on, and reviews its priorities and outcome goals, and uses them to drive contracting, decision-making and greater collaboration.

The DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

DFSS is committed to using performance outcomes to help improve services in collaboration with delegate agencies. As part of DFSS' commitment to become more outcomes-oriented, the DFSS Homeless Services Division seeks to actively and regularly collaborate with delegate agencies to enhance contract management, improve results, and adjust program delivery and policy based on learning what works.

#### **Performance Indicators**

To track progress toward achieving our goals outlined in Section B and assess success of the program, DFSS will monitor a set of performance indicators that may include, but are not limited to:

##### PSH Support Services

- Percent of participants retained in PSH program
- Percent of participants who exit to Permanent Housing
- Percent of participants who maintain or increase income (employment income or benefits)
- Percent of participants who increase income (employment income or benefits)
- Percent of Participants who maintain or acquire health insurance/medical home

##### Safe Havens

- Percent of participants retained in Safe Haven program
- Percent of participants who exit to Permanent Housing
- Percent of participants who maintain or increase income (employment income or benefits)

Program performance along these metrics will be assessed relative to the Program Model Chart threshold and challenge levels, below, as well as performance of peer programs (i.e. those serving similar subpopulations). Programs should consider the "threshold" level a baseline or minimum expectation and should consider the "challenge" level a hard but attainable goal given current knowledge, capabilities, and resources.

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**PSH**

<b>Indicators</b>	<b>Threshold</b>	<b>Challenge</b>
Participants retained in PSH	85%	96%
Exits to Permanent Housing	65%	80%
Maintain or increase income (employment income or benefits)	70%	-
Increase income (employment income or benefits)	-	30%
Maintain or acquire health insurance/medical home	80%	90%

**Safe Haven**

<b>Indicators</b>	<b>Threshold</b>	<b>Challenge</b>
Participants retained in Safe Haven Program	80%	93%
Exits to Permanent Housing/Appropriate Level of Care	60%	71%
Maintain or increase income (employment income or benefits)	33%	50%

The DFSS Homeless Services Division will work with the delegate community to further develop this measurement framework to ensure appropriate metrics are tracked for specific programs and sub-populations. DFSS is especially interested in monitoring trends in performance over time, with the goal of continuous improvement against these metrics.

DFSS will also continue to seek alignment with the Chicago Continuum of Care Program Models Chart to improve consistency with performance measurement across DFSS and Continuum of Care funded programs. Depending on funding stream, outcomes in addition to the program models targets will be included for some program types. DFSS reserves the right to revise scopes of service when further guidance is issued on system-wide performance standards.

**Data Reporting**

The parties recognize that reliable and relevant data is necessary to create a common understanding of performance trends, ensure compliance, evaluate program results and performance, and drive program improvements and policy decisions.

To the extent possible, DFSS will collect performance data from the **Homeless Management Information System (HMIS)**. Programs, with the exception of Domestic Violence programs, are expected to participate in the HMIS system. (Domestic Violence programs must use a compatible system.) Requirements include:

- Enter data into HMIS within 2 days of client interaction, and adhere to required data standards based on project type as outlined in the HMIS Data Standards Manual and as prescribed by the HMIS Lead Agency.

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- Participate and be compliant in the HMIS Quarterly Data Assessment clean-up process.

Where HMIS data is insufficient, DFSS reserves the right to request/collect other key data and metrics from delegate agencies, including client-level demographic, performance, and service data. Requested data shall include, but may not be limited to, aggregate and individual-level information on:

- Clients referred for services, enrolled in services, and discharged from services
- Activities undertaken by the delegate agency to service clients referred for services, and the timeliness of those activities
- Findings of assessments completed by the delegate agency in the course of delivering services
- Client outcomes during and following service delivery
- Utilization and spending against contract award

Delegate agencies will be expected to collect and share data with DFSS according to the format, frequency, and submission protocol specified by DFSS. Delegate agencies agree to make reasonable efforts to collect additional data related to performance as requested by DFSS.

### **Meetings**

Regular reviews and conversations around program performance, program results and program data, particularly related to the goals outlined in this agreement, will allow DFSS and the delegate agencies to employ real-time information to track performance, identify good practice, and swiftly, collaboratively, and effectively address any challenges experienced on the ground by delegate agencies and the target population.

At such meetings, the parties will review data and reports to:

- a) Monitor progress, highlight accomplishments, and identify concerns
- b) Collaboratively design and implement operational changes to continuously improve processes and outcomes
- c) Develop strategies on broader systems changes to improve service delivery and coordination between services

Periodic meetings may take place according to a schedule to be established by DFSS, with reasonable notice provided for delegates.

Meetings shall include, at least, the DFSS Division Director, or designee, and the delegate agency's chief executive officer, or designee. Each party may be represented by additional representatives as such party deems appropriate. DFSS may request the attendance of additional parties as it deems appropriate. Representatives from delegate agencies will attend all meetings as requested by the Department. Meetings may take place individually or jointly with other delegate agencies.

### **Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

- a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.

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### **Uses of Data**

DFSS reserves the right to use data related to delegate agency performance, including but not limited to data submitted by the delegate agency, for the following:

- a) In the periodic meetings described above to review program performance and develop strategies to improve program quality throughout the term of the contract.
- b) To guide DFSS program development, evaluate programs, inform policies, and inform contract decisions such as payment rates, contract extensions or renewals, and evaluation of proposals by the delegate agency in response to any future solicitations by DFSS for goods or services.
- c) Any other purposes identified by DFSS.

# DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES

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### SECTION D – REQUIREMENTS

#### Program Requirements

Programs must adhere to the standards set forth in the **HEARTH Act**, see <https://www.hudexchange.info/homelessness-assistance/hearth-act/>. Agencies are responsible for learning about any revisions or updates to the legislation throughout the course of the contract and revising policies and procedures as necessary.

Programs must adhere to the Core Values and Core Elements of homeless services programming, as defined by the Chicago **Continuum of Care** in the **Program Models Chart**, as well as the Essential Elements for the appropriate program model, see [https://allchicago.org/sites/allchicago.org/files/2014\\_PMC\\_Updated\\_February\\_2017.pdf](https://allchicago.org/sites/allchicago.org/files/2014_PMC_Updated_February_2017.pdf). Agencies are responsible for awareness and adherence to the most recent version of the Program Models Chart.

Programs must participate in the **Coordinated Entry System** (CES) and follow CES Policies and Procedures as detailed for the appropriate program model, see <https://www.csh.org/chicagoces/>.

#### Additional and Priority DFSS Requirements for All Programs

Shall not discriminate on the basis of race, religion, national origin, sexual orientation, disability, or family composition.

- **Family preservation:** Programs designated to serve families with children under 18 shall not deny admission to any family based on the age of any child under age 18, family composition or the marital status of the adults in the family. Families with children who are 18 years of age or older and are still enrolled in and attending high school should not be separated. Families served must consist of one or more dependent children in the legal custody of one or more adults who, prior to losing housing, were living together and working cooperatively to care for the children. This definition includes two-parent and one-parent families, including those with same-sex partners, families with intergenerational and/or extended family members, unmarried couples with children, families that contain adults who are not the biological parents of the children, and other family configurations.

To reflect this family preservation policy, delegate agencies must have written standards for eligibility that promote access to program services for all families, regardless of the age of children, family composition or marital status.

- **Programmatic changes:** Please note if there are any changes to your staff, facility, facility location or Scope you must notify in writing to your DFSS Program Liaison and Director of Homeless Services Division.

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- **Participation in system activities:**
  - Assist DFSS in responding to extreme weather emergencies.
  - Participate in the Annual Homeless Point in Time Count and other special initiatives as required by DFSS.
  - When requested, conduct Yearly Public Health and Fire inspections in collaboration with DFSS and other appropriate entities.
- **Must voucher monthly.** Below illustrates what percentage of the grant should be expended quarterly.
  - First quarter – 25%
  - Second Quarter – 50%
  - Third Quarter – 75%
  - Fourth Quarter – 100%
- **Additional requirements if applicable:**
  - All agencies that work with children shall be in compliance with the Illinois Child Abuse and Reporting Act; employees shall complete the Mandated Status Form & it must be kept filed at agency.
  - Background checks are required for programs whose staff and volunteers have interaction with children.
  - All agencies that handle food must have appropriate staff with food handler certificate.

### **DFSS Requirements for Housing Supports Programs**

- Accept matches through HMIS aligned with the Coordinated Entry System (CES) prioritization chart using only funder required eligibility criteria
- Follow the CES Policies and Procedures related to all parts of the housing process including requesting matches and re-matches, transfers, contact protocols, verifying chronic homelessness, HMIS updates for participants, and communication with providers serving referred participants including Navigation Providers.

### **Disability Definition for Permanent Supportive Housing**

Permanent supportive housing programs require a documented disability, in addition to homelessness, for program eligibility. The Continuum of Care Interim Rule defines disability as the following:

- (1) A person shall be considered to have a disability if he or she has a disability that:
  - a. Is expected to be long-continuing or of indefinite duration;
  - b. Substantially impedes the individual's ability to live independently;
  - c. Could be improved by the provision of more suitable housing conditions; and
  - d. Is a physical, mental, or emotional impairment, including an impairment caused by alcohol or drug abuse, post-traumatic stress disorder, or brain injury.\*

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(2) A person will also be considered to have a disability if he or she has a developmental disability, as defined in this section.

(3) A person will also be considered to have a disability if he or she has AIDS or any conditions arising from the etiologic agent for AIDS, including infection with HIV.

### **Disability Documentation Standards for Permanent Supportive Housing**

The HEARTH Act requires written documentation of disability status for programs where disability is an eligibility criterion. The final rule provides that written documentation of disability status includes the following:

- (1) Written verification of the disability from a professional licensed by the state to diagnose and treat the disability AND his or her certification that the disability is expected to be long-continuing or of indefinite duration AND substantially impedes the individual's ability to live independently;
- (2) Written verification from the Social Security Administration.
- (3) The receipt of a disability check (e.g. Social Security Disability Insurance check or Veteran Disability Compensation);
- (4) Intake staff-recorded observation of disability that, no later than 45 days of the application for assistance, is confirmed or accompanied by evidence in paragraph 1,2, or 3 of this section;
- (5) Other documentation approved by HUD.

In cases when disability is observed but documentation is not available prior to move-in, staff must record observations of disability on the intake form and document attempts to obtain documentation during the 45-day period in case notes.

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**SECTION E – SUBMITTAL AND APPROVAL**

**CERTIFICATIONS:**

- By checking this box your agency certifies that all information provided in the Scope of Services is correct and that the agency will comply with the requirements listed in the Scope of Services.

**SUBMITTAL AND APPROVAL:**

a) Applicant signature <b>Original must be signed in blue ink</b>	
b) Name (typed)	
c) Date submitted:	
d) DFSS Staff signature :	
e) Name (typed):	
f) Date approved	

## DEPARTMENT OF FAMILY AND SUPPORT SERVICES - HOMELESS SERVICES 2021 Scope of Services

### Source Documents

Provided below are hyperlinks to source documents. It is your due diligence to read and understand funding source rules and regulations:

#### U.S. Department of Housing and Urban Development (HUD)

<https://www.hudexchange.info/>

Emergency Solutions Grant (ESG) Program Regulations:

<https://www.gpo.gov/fdsys/pkg/FR-2011-12-05/pdf/2011-30938.pdf>

Emergency Solutions Grant (ESG) Eligible and Ineligible Activities:

<https://www.hudexchange.info/resources/documents/ESG-Program-Components-Quick-Reference.pdf>

CDBG Regulations: <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

CDBG Eligible and Ineligible Activities: (570.201-eligible activities; 570.207-ineligible activities) <http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

<http://www.ecfr.gov/cgi-bin/text-idx?SID=7db635ac5b5e89240f57194fa0125f1f&mc=true&node=pt24.3.570&rgn=div5>

#### U.S. Department of Health and Human Services (HHS)

CSBG Regulations:

<https://www.gpo.gov/fdsys/pkg/USCODE-2010-title42/pdf/USCODE-2010-title42-chap106.pdf>

Ineligible Activities-42 USC Ch. 106 § 9918

#### Illinois Department of Human Services (IDHS)

<http://www.dhs.state.il.us>

Illinois Department of Commerce and Economic Development: Community Services Block Grant (CSBG) Web Page (includes Eligible Activities)

<https://www.illinois.gov/dceo/CommunityServices/HousingAssistance/CSBG/Pages/default.aspx>

Illinois Department of Human Services Homeless Services Program Manual  
Emergency and Transitional Housing (includes Eligible and Ineligible Activities)

<http://www.dhs.state.il.us/page.aspx?item=75395>